

# Narratives

## Executive Summary

An estimated 142 RSVP volunteers will serve.

Some of their activities will include: Facilitating Living Healthy, Bone Builders and Senior Steppers to enhance clients; Access to Care; Provision of Volunteer Transportation Corps and Meals on Wheels services to support clients; Aging in Place; and Delivery of Tax Counseling for the Elderly to increase clients; Financial Literacy.

The primary focus area of this project is Healthy Futures, engaging 70% of our RSVP volunteers.

Another 12% will serve in the Economic Opportunity focus area. 18% will be placed in assignments that local address community priorities not covered by the National Performance Measures.

At the end of the three year grant 142 unduplicated volunteers will annually serve 1309 participants.

Workplans with outcomes predict that 90% of participants will report increases in social support, empowering them prolong their ability to live independently and support Aging in Place.

The CNCS federal investment of \$40,087 will be supplemented by \$25,336 in local share for a total project amount of \$65, 423.

## Strengthening Communities

### STRENGTHENING COMMUNITIES

Wayne, Ontario and Seneca (WOS) are in the NYS Finger Lakes Region. The service area is rural & covers ~1600 square miles with an average 144 people per square mile, as compared to NY State at 411 per square mile. The US Census Bureau 2013 QuickFacts shows the population of WOS to be 236,985 people. Of that, 16.6% (39,408) are 65+. The NYS Office for the Aging projects the WOS 65+ population will grow by 16% by the year 2020 total 45,713.

Disabled senior citizens comprise 13% of this total. The New York State Office of the Aging County Date Books reports, in WOS, 7.8% persons 65+ are living in poverty, 17.88% are at 150% and 27.63% are at 200% of poverty. Our region is 93% white & 7% non-white. The 2013 Quickfacts reports that 8% of the total population in the three county region are veterans.

The NYS DOH Prevention Agenda ¿Making New York the Healthiest State 2013 ¿ 2017¿ identifies the following as Priority Areas: Chronic Disease; Mental Health and Substance Abuse; Women, Infants and Children; Environment and HIV, STD and Vaccines. Within the larger Agenda, in the area of Chronic Disease, is ¿Focus Area 3: Increase Access to High Quality Chronic Disease Preventive Care and Management in Both Clinical and Community Settings¿.

County Health Assessments, conducted locally by Wayne, Ontario and Seneca County Public Health

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departments, led to the development of County Health Improvement Plans (CHIPs). The CHIPs in Wayne, Ontario and Seneca counties all identified issues surrounding Chronic Disease as their top priority. Through years of collaboration and dependable delivery of service, RSVP of Wayne, Ontario and Seneca counties is listed by name in each county's CHIP pertaining to chronic disease.

Because of this inclusion, and because of other respected, established health related workplans, RSVP of Wayne, Ontario and Seneca Counties, has chosen Healthy Futures as the Corporation for National and Community Service Primary Focus Area for 70% of our unduplicated volunteers' service. They will serve to improve Access to Care and support Aging in Place for the seniors they serve.

Additionally, 13% of our unduplicated volunteers' will complete their service in the Economic Opportunity Focus Area enhancing community participants' Financial Literacy. Other Community Priorities will be addressed by 17% of our unduplicated volunteers in scattered sites performing a wide variety of service.

Each workplan identifies the number of volunteers delivering the specific service for a predicted number of participants. Also identified are the data collection tools and methods needed to ensure that our volunteers, and our programs overall, are working toward goals and outcomes in a realistic, measurable and impactful manner.

All of our workplans will prioritize services for veterans. A universal intake form is required for all Wayne County Action Program, Inc. programs, which documents whether the individual beginning services is a veteran or not. In this way we are able to determine at any time the number of veterans receiving RSVP services. Veteran status is also a standard question asked of all agency volunteers, including RSVP. Currently 5% of our RSVP volunteers and 5% of our population served are veterans. Our agency is entering its fourth consecutive year as a host site for a VISTA (Volunteers In Service To America) member serving, in part, to support our agency-wide InVEST (Investing in Veterans through Education, Support and Training initiative). InVEST VISTA members organized the first and only Veteran Services Advisory Committee (VSAC) in our three county region. In this current year 3, leadership of the VSAC has transferred from our InVEST VISTA to the community at large. Wayne County Action Program maintains membership and involvement in this important Committee. While striving to serve more of our local heroes, we also actively recruit veterans to volunteer for our

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agency. Currently approximately 5% of our RSVP volunteer base and 5% of our RSVP program participants are veterans. Through membership on the VSAC and continued outreach the goal of our proposed RSVP program is to increase these percentages to equal the current 8% veteran population in Wayne, Ontario and Seneca counties.

Our choice of Healthy Futures as our Primary Focus Area will include 5 separate and distinct workplans and will meet Aging in Place and Access to Care objectives. Each workplan includes (1) Community Need; (2) RSVP volunteer service activities; (3) How data will be collected; (4) Target number of participants that are appropriate for the tasks described in the workplan. A summary of the workplans is as follows:

Volunteer Transportation Corps (VTC): US Census Data, NYS Office for the Aging and NYS Department of Health data support the need, and the value, of helping seniors get to and from their medical appointments on a regular basis. VTC volunteers, using their own vehicles, are scheduled by our Senior Services Clerk to transport seniors in their communities. The volunteers pick the senior up at their home, often assisting them from their front door to the vehicle. They then escort them into their medical appointment, wait on site for their appointment to conclude, and then transport them back to their homes. Often they also include a stop at a pharmacy if the senior needs to pick up a prescription on the way home. Annually the seniors are asked to complete Satisfaction Surveys which ask direct questions, and include room for comments, about their feelings about the VTC. The Surveys also ask if the senior feels that services provided by the VTC are helping them to prolong their ability to live independently, resulting in Aging in Place. Our workplan identifies 39 RSVP volunteers serving 100 seniors, with an outcome of 90% of those seniors reporting increased social support.

Meals on Wheels:

This nationally recognized program is administered by the Home Meal Service (HMS), Inc. and is housed at the Wayne County Office for the Aging. US Census Bureau and NYS Office for the Aging support the need and value of this important program. A Memorandum of Understanding between Wayne County Action Program and Home Meal Service supports our management of volunteers to perform this important and vital service. These RSVP volunteers are supervised by HMS, and are provided a schedule for when and to whom to deliver meals. The meals are picked up hot, and maintained at safe temperature, and delivered to homebound seniors in the community. Activity Logs kept by the volunteers document the days they deliver meals and the number of seniors they serve. A Satisfaction Survey delivered annually captures feedback from the meal recipients. The Surveys also ask if the senior feels that services provided by the HMS are helping them to prolong their ability to

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live independently, resulting in Aging in Place. Our workplan identifies 11 volunteers serving 84 homebound seniors, with an outcome of 90% (76), reporting that receiving home delivered food helps them to remain living independently.

### Bone Builders:

The prevalence and serious consequences of osteoporosis are documented by data from the National Institute on Health, International Osteoporosis Foundation, the National Osteoporosis Foundation and the American Academy of Orthopaedic Surgeons. Trained RSVP volunteers utilizing the Tufts University Bone Builders curriculum, facilitate weekly exercise programs for seniors in six sites throughout the service area. Attendance logs will document the number of seniors attending Bone Builders classes. 23 RSVP volunteers will facilitate Bone Builders classes weekly for 60 participants, helping those participants to improve their Access to (preventive) Care.

### Living Healthy:

The NYS Prevention Agenda 2013 & 2017 lists issues surrounding Chronic Disease as the number one Priority Area. County Health Improvement Plans for Wayne, Ontario and Seneca specifically list RSVP as the entity to deliver the Stanford University, evidence-based Chronic Disease Self-Management Program, aka Living Healthy. Trained Peer Leader RSVP volunteers facilitate the 6 week workshops periodically throughout the three county service area. Across NY State this program is monitored by the Quality Technical Assistance Center (QTAC), a component of the State University of NY at Albany. RSVP has a current MOU with QTAC and maintains the required Stanford University license to enable our program to deliver this quality program to fidelity. Attendance Logs capture the number of participants attending and completing the workshop series. Formal evaluations designed and collected by QTAC capture feedback from participants pertaining to their self-perceptions before and after participation in the program. 5 RSVP volunteers will facilitate workshops for 40 participants, helping those participants to improve their Access to (preventive) Care.

### Senior Steppers Education Corps:

This group of RSVP volunteers meets regularly for socialization and exercise in the form of line-dancing. While this is wonderful for them, they wanted to do something meaningful to &give back& to other seniors in the community. To that end they arrange performances of their line-dancing at nursing homes, senior centers, health fairs and other similar venues. Upon conclusion of their performance, with their now totally engaged audience, they deliver short, succinct educational seminars pertaining to the risks associated with all types of cancers, but with an emphasis of prevention of these cancers through screening. Utilizing National Institute for Health materials,

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specifically the Age Page entitled „Cancer Facts for People Over 50“, they deliver important information in a relatable, non-threatening way. Attendance logs document the number of participants receiving this information. 21 RSVP Senior Stepper Education Corps volunteers will deliver cancer related health education to 100 participants, helping those participants to improve their Access to (preventive) Care.

The other Focus Areas included in our RSVP program pertain to Economic Opportunity and Other Community Priorities.

Economic Opportunity will be addressed by the Tax Counseling for the Elderly (TCE) program with the objective of Financial Literacy. RSVP has delivered TCE for many years, and this initiative is supported by funding applied for and awarded from the Internal Revenue Service. RSVP volunteers, led by a retired Certified Public Accountant volunteer, are trained in IRS curriculum in the preparation of state and federal tax returns. In addition, other volunteers work concurrently with seniors seeking tax preparation services by delivering financial literacy services from the National Council on Aging „Savvy Saving Senior“ program. This program provides important financial literacy information in an easy to understand format for all seniors having their tax returns completed. An activity log will capture the number of seniors having tax returns completed and the number receiving financial literacy services. 18 RSVP volunteers will provide tax return and Financial Literacy services to 550 participants.

Other Community Priorities encompasses a diverse number of volunteers providing an equally diverse number of services. Some volunteers actively work in a soup kitchen in Ontario County. Several RSVP volunteers are working with the Victim/Witness Service Program as advocate assistants, delivering parenting programs to mandated and/or incarcerated parents. Some volunteers visit nursing home residents regularly and work in a local hospital gift shop. Other volunteers help with periodic mailings, reception duties, clerical functions such as filing and fiscal duties and other agency capacity building roles. Some make periodic 'friendly phone calls' to home-bound seniors or provide workshops to individuals living in transitional housing settings. Finally we have a dedicated group of volunteers who knit and crochet hats, mittens, scarves, blankets and lab robes to donate to those less fortunate. There are 25 unduplicated RSVP volunteers in the community actively assisting 375 individuals in a variety of ways addressing Other Community Priorities.

RSVP of Wayne, Ontario and Seneca counties is one that engages 83% of our volunteers in CNCS Priority Focus Areas. Our Primary Focus Area, Healthy Futures engages 70% of our volunteers,

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Economic Opportunity engages another 13%. Other Community Priorities engage 17% of our RSVP volunteer base. 35% of our workplans identify specific outcomes, exceeding the required 10% minimum. RSVP of Wayne, Ontario and Seneca engages our volunteers in meaningful, impactful ways for the benefit of the volunteers, and for the community they serve.

### Recruitment and Development

Recruiting engaged people and retaining the resource they represent is imperative in any volunteer program. It is our responsibility as program managers to create a high quality experience for our RSVP members. Having a variety of skill-based assignments available for our volunteers provides a venue for them to hone existing or learn new talents to enhance their experience over all. Our corps of volunteers is built through concerted recruitment efforts that match initiatives with individuals. Volunteer opportunities are promoted in local newspapers; in Office for the Aging publications in Wayne, Ontario and Seneca counties; via the Wayne County Action Program website [www.waynecap.org](http://www.waynecap.org); via the NYS Commission on Volunteer Service at [www.newyorkersvolunteer.ny.gov](http://www.newyorkersvolunteer.ny.gov); and via the Finger Lakes Regional Volunteer Center at [www.fingerlakesvolunteer.org](http://www.fingerlakesvolunteer.org). Wayne County Action Program and the RSVP program also maintain Facebook pages that are used to promote all aspects of the agency and program areas. Program employees also do many ¿live¿ presentations throughout our service area. The solid alignment between our ¿Healthy Futures¿ workplans and the Wayne, Ontario and Seneca County Health Improvement Plans results in strong, meaningful service opportunities for the communities they call home.

High quality and highly effective training is provided and required for all RSVP volunteers. All our volunteers receive orientation into the RSVP program and our agency. All are provided with an RSVP Handbook that includes policies and procedures, timekeeping forms, their volunteer position description and contact information for program staff. Then they receive training specific to their placement. The intensity of the placement dictates the intensity of the training. Service site supervisors are also provided with an RSVP Handbook and orientation and are included in training and recognition events. Once all this is completed our RSVP volunteers are familiarized with their service site and/or duties and service begins!

After initial training and placement, semi-annual 'whole group' RSVP in-service events take place to provide a venue to bring all volunteers together. They also provide a time to have fun and socialize with their peers. Periodic site visits offer valuable insight to a program's success & validate the volunteer's efforts. Time is also spent with the volunteer station supervisors, providing a time for them

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to share their thoughts on their 'piece' of RSVP. The Senior Services Program Coordinator utilizes the CNCS developed 'Providing Independent Living Support/Training for Senior Corps Volunteers' curriculum as an ongoing training component for all our RSVP volunteers. Training in the specific Primary Focus Area of 'Healthy Futures' includes: For Volunteer Transportation Corps and Meals on Wheels providers, the AARP Driver Safety Program; For Bone Builders facilitators, the Tufts University curriculum for Bone Builders and 'in house' training utilizing the National Institutes of Health 'Age Page: Bone Health'; For Living Healthy Peer Leaders, the Stanford University School of Medicine 'Chronic Disease Self-Management Program' training, taught by certified Master Trainers; For the Senior Stepper Education Corps, 'in house' training utilizing the National Institutes of Health 'Age Page: Cancer Facts for People Over 50'. Training for the Focus Area of Economic Opportunity includes training provided by an IRS certified trainer on the 'Tax Counseling for the Elderly' program and 'in-house' training utilizing the National Council on Aging 'Savvy Saving Senior' program. Throughout all of this we constantly nurture leaders within the group. These individuals sometimes stand out, & sometimes only need a little 'push' to step forward and take the reins. These leaders are crucial to future growth of all our initiatives.

As our RSVP opportunities are diverse, so are our volunteers, bringing together people from different backgrounds & economic levels. Our Volunteer Transportation Corps, Meals on Wheels prioritize homebound seniors with disabilities; Living Healthy, Bone Builders and Senior Steppers Education Corps prioritize those suffering with chronic health issues; Tax Counseling for the Elderly prioritizes serving low income seniors. Wayne, Ontario and Seneca counties are 93% white and 7% non-white; our RSVP volunteer base is closely aligned 97% white and 3% non-white. Disabled seniors in the region comprise 13% of the total population; our RSVP volunteer base is 8% disabled. Veterans in the region comprise 8% of the total population; our RSVP volunteer base is currently 5% with plans to more closely align with the region upon conclusion of this RSVP three year program.

Recognizing and subsequently retaining our RSVP volunteers is top priority for our program staff. Program staff makes personal phone calls to our volunteers on a revolving basis to provide an opportunity validate their experiences, a venue for feedback and a time to simply say 'thank you'. Social events also provide recognition for our volunteers. We offer annual 'initiative specific' recognition events, with a training component included. National Volunteer Week is celebrated in April, highlighting our RSVP program successes. The annual RSVP recognition includes a dinner and entertainment. Simple recognition gifts are provided at this time. The summer 'Wellness Picnic' also includes a full meal and entertainment. Both of these events offer the opportunity for all RSVP

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members to see the 'whole' group and hear about overall accomplishments. This past year we have had RSVP volunteers nominated for special recognition by the NYS Office for the Aging in Wayne, Ontario and Seneca counties. The Ontario County OFA awarded 'Senior of the Year' to an RSVP volunteer with the award presented by Senator Nozzolio. New for the coming year will be 'self-nominations' from our volunteers that will include short bios about them and their service in their community. These will be featured in press releases distributed across our three county region and on the agency website and Facebook pages.

Our volunteers are encouraged to reflect on the meaning of their service to the community through submission of 'Success Stories' which are then included in the Program Director's monthly report to our agency Board of Directors. Stories submitted by volunteers are always included. Volunteers are also invited to contribute at training and recognition events. By providing significant opportunities with important volunteer roles, initial and ongoing training, opportunities for leadership and venues for reflection we empower our volunteers to enhance the quality of their own lives.

### Program Management

As a result of consistent, comprehensive involvement in community meetings, advisory boards and events; review of annual reports from project area OFA's; and most poignantly The NYS and County Health Department Prevention Agenda data, our program has 'fine-tuned' our overall RSVP program to better meet service area needs. Existing, active volunteer stations have been reviewed, and volunteer assignments continue to be created and revised as needed to reflect community need. Program Staff make personal visits to all current RSVP sites to continue dialog and increase collaboration regarding utilization of RSVP services. RSVP orientation materials and training is provided to existing, new and prospective volunteer site supervisors to help them understand the impact our volunteers will have on their programs. All RSVP Volunteer Stations and volunteers receive training pertaining to CNCS prohibited activities. These include, but are not limited to: Political Activities; Religious Activities; Non-Discrimination; Labor/Anti-labor Activity; Non-displacement of Employed Workers; Non-Compensation for Services; Nepotism; Volunteer Status and Fair Labor Standards. As a not-for-profit, 501c3 community action agency, Wayne County Action Program, Inc, as a whole, complies with these same prohibited activities.

It is important to our RSVP program that our volunteers have the support to begin and sustain their volunteer service as outlined in the workplans. Initial and on-going training of volunteers is a major component in ensuring that this is happening. In addition, Program Staff make scheduled and non-scheduled site visits both while the volunteers are serving, and when they are off site. Being there

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while they are performing their service validates their service, provides them a venue to demonstrate their skills, and an opportunity for Staff to identify potential corrective action that may need to take place. Visiting the site when volunteers are not actively serving provides the opportunity for the Site Supervisors to speak openly about the strengths and areas for improvement with regards to their RSVP relationship. Each site is visited a minimum of once per quarter. Annually, RSVP volunteers and Site Supervisors complete self-assessments and evaluations which provide an opportunity for revision of workplans, changes in placements for volunteers, or changes in volunteer sites. All program areas are monitored regularly to ensure all workplan areas are utilizing and completing all workplan specific data collection tools. These are saved and compiled to complete the annual RSVP Program Report for CNCS. Finally, the Project Self Assessment found in the CNCS RSVP Operations Handbook is used to appraise the following: Programming for Impact; Reporting Outcomes; Volunteer Recruitment, Selection and Management; Volunteer Support; Communications; Resource Development; and Project Management.

This proposal is a result of years of planning, revising and refining workplan areas to result in an impactful alignment of the CNCS Primary Focus Area of Healthy Futures and the NYS Prevention Agenda 2013 & 2017. This alignment is represented locally via the specific inclusion of RSVP of Wayne, Ontario and Seneca counties in those three counties County Health Improvement Plans (CHIPs). CHIPs for Wayne, Ontario and Seneca counties are in place through 2016 at least. For the foreseeable future, we do not expect any significant changes in our Healthy Futures workplans, other than working to increase the number of volunteers engaged to serve an increased number of participants. Our Economic Opportunity Focus Area, in the delivery of the Tax Counseling for the Elderly Program, is entering year two of a three year funding commitment with the Internal Revenue Service. Our Other Community Priorities Focus Area allows for a variety of volunteers to provide a variety of services not captured, or dictated by Focus Area workplans. All of these factors will greatly minimize disruption to current or future volunteers and the stations in which they serve.

The 2014-2015 grant year, year three of three, for the RSVP of Wayne, Ontario and Seneca counties has included all workplans included in our Primary Focus Area and Other Focus Areas. Additionally we have implemented Bone Builders, Volunteer Transportation Corps and Tax Counseling for the Elderly for 6 years plus. We have continuously improved recruitment, training, assessment, and all other components of all these programs to deliver quality, respected services across our service area. The Senior Services Advisory Council is integral in the management and assessment of our program. Council members are recruited and nominated from the communities we serve and must be voted in

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to serve on the Council. Prior to attendance at a meeting, new members meet with Program Staff, receive an orientation to the agency as a whole followed by RSVP and FGP specific information. Annually, the Council reviews Progress Reports and proposed workplan initiatives and then provides input and guidance to fine tune implementation. The Council assists Program Staff in the implementation of the CNCS RSVP Self-Assessment Tool. The results of this assessment are used in program maintenance and development to ensure we are continuing to meet local needs in an effective and impactful way.

### **Organizational Capability**

Program Directors are all provided the Accounting and Financial Policy and Procedure Manual as a reference and tool. Topics in the Manual include, but are not limited to, Financial Management Administration; Auditing, Internal Controls and Employee Ethics; Business Technology and Systems; Accounting; Budgeting; Cash Handling; Revenue, Income, Receivables; Gifts and Endowments; Procurement; Accounts Payable; Employee Business Travel; Payroll; Consultants and Independent Contractors; Investment, Taxes; Insurance; Property Accounting; Federal Awards Administration and an Appendix with program specific documents, but including the OMB Circular A-122: Cost Principles for Non-Profit Organizations. This resource is updated annually by the agency CFO, and all Program Directors are required to utilize the information within to effectively fiscally manage their programs. Additionally, the Agency Employee Handbook includes chapters pertaining to: Employment Matters; Time and Compensation; Employee Benefits; Operating Policies; Compliance Policies and Safety and Responsibility.

Wayne County Action Program, Inc. has used strength-based strategies to move individuals to self sufficiency through empowerment for over 48 years. We have the infrastructure and experience to manage 7 separate departments in 14 locations throughout the county for over 4 decades. Other programs include: Advantage After School; Head Start/Early Head Start; Success Center/Transitional Housing, Wayne CAP Works, Weatherization, Youth & Family Services and Senior Services, the last including both RSVP and Foster Grandparent Program. Our agency serves 3 counties with over 200 full and part-time employees and a budget of over \$5.9 million dollars in federal, state/county & private funding. With other local agencies, we continue to provide quality services through all our programs. Wayne CAP has sponsored the RSVP & FGP program for over 26 years, capitalizing upon our organizational capacity & reputation for quality needed to run successful programs. Key Staff Positions: Our programming is overseen by the Wayne CAP's Senior Management Team: Janelle Cooper--CEO, 19 year veteran; Donna Robbins--COO and 16 year veteran and Lou Martino,

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Jr. CFO, new to Wayne CAP but as a CPA has 11 years experience in the for-profit sector and 14 years working for another non-profit agency. Other key staff includes: Program Administrator: Donna Johnson -- with 22 years' experience, is a certified specialist in the field of prevention and community education. She ensures comprehensive program management and non-duplication of services for the agency. Senior Services Director: Carmilinda Krueger -- With a background in community education, & has served both the RSVP and FGP programs for the past 8 years. She is involved in all aspects of fiscal & program delivery, and knows all her volunteers well. She continues to ensure meaningful placements for our volunteers. Senior Services Program Coordinator: Kim Bumpus--with Senior Services for over a year, has worked for Wayne CAP for 13 years in the Head Start program as a Coordinator, and as such built many collaborative relationships. She has also worked as a volunteer recruiter for Literacy Volunteers, and has volunteered herself for 40+ years. These experiences compliment and strengthen her ability to recruit and engage RSVP volunteers. Senior Services Clerk: Loretta Boerman; Has been with Wayne CAP since January of 2009. Her job responsibilities include entry of all data into the Agency required Peer Place data entry system. She is also the person that schedules all Volunteer Transportation Corps rides connecting RSVP volunteers with seniors in need, and in the scheduling of Tax Counseling for the Elderly appointments during tax season. RSVP Marketing Clerk: Lynn Cook -- started with Wayne CAP in summer of 2013 as a result of the new collaboration with Seneca County OFA. Her marketing skills concentrate on promoting the RSVP driven Living Healthy program in Seneca County, but also benefit the RSVP program overall. Wayne County Action Program incorporated in 1966 and receives funding from federal agencies (88%), state agencies (3%), many county departments as well as several foundations and private funding sources (9%) to make up a budget of over \$5.9 million dollars. The agency is computerized, operates in Generally Accepted Accounting Principles (GAAP), and undergoes an annual external audit. Each funding source is given its own chart of account codes that track multiple funding sources, revenue and expenses. Wayne CAP has an extensive and credible history of providing accurate, complete and current disclosure of the financial results of our programs. Our agency has managed the Foster Grandparent Program and RSVP programs for over 26 years. Over those years both programs have maintained funding and have met or exceeded performance measures. Our reputation in the community we serve supports our continued goal to administer RSVP of Wayne, Ontario and Seneca counties.

### Other

N/A

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**PNS Amendment (if applicable)**

N/A